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ABSTRACT

Four state-of-the-art reports were prepared and disseminated in both printed and audio cassette forms to summarize the available knowledge in four areas of concern in the field of rehabilitation. Based on the recommendations of a consumer panel composed mainly of representatives from the intended audience, the topics of the reports and the authors were selected by the project staff. The titles and authors of these reports are as follows: "Independent Living," by Susan Pflueger; "Sheltered Industrial Employment," by Carolyn Vash; "New Directions in Rehabilitation Outcome Measurement," by Thomas Backer; and "Perspectives on National Health Insurance and Rehabilitation," by Herbert Dorken. Observations made about developing and disseminating information products include the following: the use of a consumer panel which represented the target audience ensured the relevance and timeliness of the reports; targeting each topic to a specific user group made the product more useful; the input of subject experts improved the quality and credibility of the products; and issuing the reports in audio cassette form provided access to those users who are handicapped in their use of printed products. (Appended are a list of consumer panel members, information on where and how to obtain copies of the reports, a reader evaluation form, the marketing brochure, and sample letters. (EM)

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ED155348

LITERATURE REVIEW ON TOPICS OF URGENT RSA NEEDS AND CONCERNS

FINAL REPORT

GRANT NO. 22-P-5901 9/3-01

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JUNE 1978

(COVERS RESEARCH PERFORMED FROM OCTOBER 1976 TO JUNE 1978)

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U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
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SIGNIFICANT FINDINGS FOR REHABILITATION

The purpose of this project is to summarize the available knowledge in selected areas of concern to the rehabilitation field. Four state-of-the-art reviews were prepared and disseminated: *Independent Living* by Susan Pflueger, *Sheltered Industrial Employment* by Carolyn Vash, *New Directions in Rehabilitation Outcome Measurement* by Thomas Backer, and *Perspectives on National Health Insurance and Rehabilitation* by Herbert Dorken.

In the process of preparing these reviews, the following observations were made about developing and disseminating information products:

1. The use of a Consumer Panel which represented the target audience of the reports ensured their relevance and timeliness.

2. Targeting each topic to a specific user group made the product more useful to that group.

3. The input of subject experts improved the quality and credibility of the products.

4. Criticisms and suggestions made by fellow authors are more likely to be accepted and adopted.

5. Issuing the reports in audio cassette form provided access to those users who are handicapped with respect to their use of print.

6. Each information product has a unique readership. The key to effective dissemination is to identify this set.

7. The use of multiple channels for announcing the availability of information products creates the redundancy required to get the message through to a geographically dispersed audience.

8. The marketing brochure and evaluation form provided useful information for planning future products.

9. It is important to deposit copies of the products in permanent collections in order to allow access after the initial supply is exhausted.

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In the process of preparing these reviews, some significant observations were made about the development and dissemination of information products.

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REHABILITATION SERVICES ADMINISTRATION
OFFICE OF HUMAN DEVELOPMENT
DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE

AUTHOR'S ABSTRACT

Four state-of-the-art reviews were prepared and disseminated. These included *Independent Living* by Susan Pflueger, *Sheltered Industrial Employment* by Carolyn Vash, *New Directions in Rehabilitation Outcome Measurement* by Thomas Backer, and *Perspectives on National Health Insurance and Rehabilitation* by Herbert Dorken.

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9. It is important to deposit copies of the products in permanent collections in order to allow access after the initial supply is exhausted.

FOREWORD

I would like to share with the reader of this report some of the comments we have received on the Emerging Issues Series.

From service providers:

> "The Emerging Issues Series is excellent. I have shared them with my staff and directors of other programs . . . ."
>
> "Broad base of information. Thorough yet not over technical . . . ."
>
> "These are the finest publications to come across my desk in a long time."

From supervisors and administrators:

> "All of the publications were excellent with respect to content, credibility and certainly were relevant to my information needs as an administrator."
>
> "Great to see you addressing real needs of the disabled persons . . . ."
>
> "Fantastic in terms of raising one's level of consciousness as they pertain to our programs."
>
> "All are very informative. They stimulate one's thinking about his own organization."

From educators:

> "All are outstanding for [the] education of my counselors."
>
> "This series is super — let it continue."

and students:

> "Informative; opened up new avenues of thought and action."

From medical personnel:

> "Excellent documents covering very well and in an unbiased manner all aspects of the subjects."

From the 299 evaluation forms received so far, only one contained a negative comment on the Series. It is clear that effective packaging and dissemination of information products are welcomed by the rehabilitation community.

PREFACE

I have often wondered what makes a project succeed or fail. Without minimizing the implicit complexities of how one measures success or failure, I have always thought that the key factor in determining whether projects succeeded or failed is people. By people I don't mean so much individual contributors, although that is a necessary element, as the unique interaction of a group of people that produces results greater than the sum of the individual talents. The mixture defies reduction to a formula but one knows when this has occurred. It is, I believe, what happened in this project.

The credit for success goes first of all to the Consumer Panel which identified the topics of concern to the rehabilitation field. Unlike most advisory bodies, the Consumer Panel was not composed of subject experts but, rather, was representative of the various segments of the target population of the reports we hoped to produce. I feel that the representativeness of the Panel contributed to its ability to identify the concerns of the field as a whole. This the Panel did superbly.

The authors of the reports were, without exception, experts in the subjects they wrote about: Carolyn Vash in sheltered industrial employment, Tom Backer in outcome measurement, Herb Dorken in national health insurance, and Susan Pflueger in independent living. In many respects, the authors were different from each other — their personalities, work experiences, training, writing styles, etc., but they had one thing in common: they were receptive to each other's input. It was an educational as well as a delightful experience to work with them.

Providing the support and coordination so critical in the approach we used in this project are the project staff: Judith Senkevitch, now Director of the National Rehabilitation Information Center, Lois Fern, Florence Bayard, and Barbara Allen.

To George Engstrom and Bert Griffis of the Rehabilitation Services Administration, my thanks for making the project possible in the first place, and for their confidence and support throughout the project.

Elizabeth Pan, Ph.D.
Principal Investigator

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STATEMENT OF THE PROBLEM

THE RATIONALE OF RESEARCH UTILIZATION

The Rehabilitation Services Administration has long recognized that implicit in its mandate to find ways continually to improve the effectiveness of rehabilitation services through its R&D program, is the need to promote the use of the results of its research efforts. The rationale is simple: The payoff in gaining new knowledge through research lies in its being put to use. Accomplishing this task, however, is a matter of considerable complexity.

Research utilization can be viewed as a body of techniques for systematizing and improving the chances for the application of knowledge gained through research. The current project calls for the application of one of the fundamental principles of research utilization, the packaging of information to meet the needs of a specific user group and the effective dissemination of these information packages.

THE NEED TO PACKAGE RESEARCH RESULTS

More often than not, research reports languish on dusty shelves for a variety of reasons. In many cases, the existence of a particular study may not be known by the user who may potentially benefit from it, or the user may be faced with a variety of obstacles in obtaining the needed documents in a timely manner. Then there is the problem of the availability of too much information, and the need to sort out what is useful. Busy practitioners seldom have the time and may not have the technical expertise to interpret well-documented findings. On the other hand, valid research requires supporting evidence.

What practitioners want to know is *what* works in a given situation, or *how* to make something work, but seldom *why*, which is typically the researcher's approach. Packaging research results is one means for reducing the gap between what is known and what is practiced.

OBJECTIVES

The above provides a general description of the problems which this project addressed. The objectives of the project are:

- To identify, select, and summarize the available knowledge in selected areas of concern to the rehabilitation field. Each report will be

designed to meet the requirements of a specific user group within the rehabilitation community. The reports will consist of an interpretive essay and an annotated bibliography. In order to provide access to readers who are handicapped with respect to print, the reports will be issued in audio cassette form in addition to print.

- As a byproduct of the first objective, knowledge gaps in each of the topics will be identified as potential future R&D projects.

METHODS AND PROCEDURES

SELECTION OF TOPICS

Advisory boards consisting of well-known subject experts are often used to provide guidance to projects such as this. However, the use of subject experts for purposes of selecting topics of urgent concern to the rehabilitation field may tend to result in the selection of those topics which reflect the interests of the experts on the board. We therefore felt that subject experts would not necessarily be the best people to consult if what we wanted to know was an overall picture of topics of concern to practitioners in the field.

CONSUMER PANEL

Instead of a board composed of subject experts, we convened a panel of representatives of the various segments of the target audience. The intended audience included:

- Counselors
- Supervisors and other middle level administrators
- State administrators, program developers, and policymakers

In addition to the representatives of the intended audience, the Council of State Administrators for Vocational Rehabilitation and the Rehabilitation Services Administration were represented at the Consumer Panel meeting. The list of attendees at the meeting appears as Appendix A.

The Consumer Panel was asked to do two things: to identify and prioritize topics of concern to the field, and to suggest subject experts in each topic selected. The results of topic nomination and prioritation are presented in Table 1.

TABLE 1

TOPICS SELECTED FOR THE EMERGING ISSUES SERIES

Priority No.	*Topic*	*Target Audience*
1	What outcome measurement systems are available other than the existing closures?	Counselors
2	What has been done with respect to independent living: • legislation & regulations • programs • role of private sector • ways to demonstrate economic justification • staff training	State Directors, NRA, NRCA, etc., CSAVR, Congressional staff, Consumer groups
3	What are the merits and ramifications of an integrated vs. a categorical service delivery system?	"
4	What has been done to determine the implications of a national health (insurance) program on VR programs?	"
5	What exists in the literature about sheltered workshops in industrial plants?	Planners, Rehab. facilities, State administrators, private sector
6	What is known about the rehabilitation counselor as a community organizer/coordinator in areas such as job development, etc.?	Counselors
7	What is known about the establishment of VR sponsored small business enterprises for the handicapped?	Counselors
8	What has been done to respond to the VR service needs of non-deaf persons with communication impairments such as language barriers and cultural differences?	Counselors, Trainers

THE SELECTION PROCESS

After providing the Panel with background information about the project's objectives, each Panel member was allowed a limited amount of time to nominate candidate topics. No limit was placed on the number of topics nominated. The Panel members were also asked to explain briefly why the topic nominated was felt to be important and who the interested audience would be. It was explained to the Panel members that the topics they nominated must be feasible given the nature of the project; *i.e.*, there must be some published information available.

SELECTED TOPICS

The topics receiving the top priorities were reviewed by the project staff in consultation with RSA program officers. It was felt that the nominated topic on categorical vs. integrated services delivery systems was more of a political rather than research-based issue. Instead, another topic, of concern mainly to RSA, substituted. This report was not meant for distribution to the field due to its limited interest and focus. The final consensus on topics included:

- Outcome measurement systems
- Independent living
- National health insurance
- Sheltered workshops in industrial settings

CRITERIA FOR SELECTING AUTHORS

The next step in the developmental process is the selection of the authors who would research and write up the selected topics. The most important criteria considered in selecting authors were their expertise in the subject and their professional credibility. Almost as important are the author's ability to express himself or herself in writing, the availability of time to devote to the effort, and the ability to meet deadlines mutually agreed upon by the project staff and the author.

THE AUTHOR SELECTION PROCESS

We started with the names suggested by the Consumer Panel for each topic. A literature search on the suggested authors was performed to verify the publication record of nominated authors. Finally, the informal communication network was used to further narrow down the list of choices.

ROLE OF REVIEWERS

At the same time, the project staff identified at least two reviewers per topic. These reviewers played two important roles. First, as resources,

the reviewers provided the authors with updates of the published literature in terms of ongoing research which has not yet been published, and exemplary and demonstration programs which may never get published. Second, the reviewers provided a different point of view to balance the authors' values which are reflected in their interpretations of the literature.

The use of reviewers in the manner described above increased the objectivity of the reports and, hence, their credibility and overall quality.

The results of the selection of topics, authors, and reviewers are presented below.

TABLE 2

FINAL SELECTION OF TOPICS, AUTHORS, AND REVIEWERS

TOPIC	*AUTHORS*	*REVIEWERS*
Independent Living	Susan Pflueger and Edward Roberts, Ph.D.	Fred Fay, Ph.D.; Lex Frieden
New Directions in Rehabilitation Outcome Measurement	Thomas Backer, Ph.D.	Eric Lucero, Counselor; Carolyn Vash, Ph.D.
Perspectives on National Health Insurance and Rehabilitation	Herbert Dorken, Ph.D.	Joseph LaRocca
Sheltered Industrial Employment	Carolyn Vash, Ph.D.	Dean Phillips; Henry Redkey

LITERATURE SEARCHES

The project staff searched the literature on each subject by using appropriate printed indexes as well as computerized retrieval systems. The resulting bibliographies were sent to each author, who checked off the items for which copies were needed. Except for books generally available from libraries, the staff provided copies of journal articles, conference proceedings, research reports, and other publications.

THE AUTHOR MEETING

The first draft of the manuscript for each topic was distributed to all of the authors. An author meeting was convened to discuss the drafts. In effect, each author critiqued the others' work while, at the same time, the innovative approaches used by one author were adopted by the others.

The meeting of the authors was an important step in the development of the products of this project. It is difficult to assess the impact of the meeting on the quality of the final product, but all the authors felt that the meeting was helpful in strengthening the weak points in the first draft as well as spreading good ideas.

A major factor in the success of the meeting is the fact that the criticism came from fellow authors whose works were subjected to the same critical analysis. We believe this approach rendered the suggestions that were made more acceptable.

MARKETING THE REPORTS

Effective marketing of information products requires the following elements:

- Making the product's availability known widely through mechanisms like announcements in newsletters and journals, inclusion in indexing and abstracting services as well as computerized data bases, and direct mailing of attractively formated brochures.

- Using as many announcement mechanisms as possible. Redundancy of the message is important in getting the message through to the largest possible audience.

- Allowing users who would find the product useful to identify themselves and order the reports they want.

In this project, we issued press releases to selected journals and newsletters; deposited copies of the reports with such systems as the Educational Resources Information Center (ERIC), the National Technical Information Service (NTIS), Project SHARE and the National Rehabilitation Information Center (NARIC); directly mailed a brochure/order form to a randomly selected list of names from a national association mailing list. Copies of the reports were sent only to those users who ordered the specific titles they wanted.

In addition to the above, the reports were sent to State agency directors and legislative staff of appropriate committees in the House and Senate.

ENSURING LONG-TERM ACCESS

A typical problem in accessing research reports is the short period of time, usually six months, during which copies are available. In order to ensure long-term access, as well as access to potential users who are not in our target audience, we deposited copies of the reports in State libraries. Long-term access, after the initial supply runs out, is available through these libraries for borrowing, and from NTIS, ERIC, and the National Rehabilitation Information Center for retention copies. (See Appendix B for order information.)

THE RESULTS

STATE-OF-THE-ART REPORTS

Although the reports treated different topics, each report addressed a common set of questions:

- Who will find the report useful?
- What is the subject about?
- Why is it important?
- What innovative practices have been tried? With what negative or positive impact?
- What are the problems encountered in implementing the practices?
- What resources are required for implementation?
- Where can I find more information about it?

KNOWLEDGE GAPS

In addition, the authors of each topic except national health insurance identified the knowledge gaps which point to the directions of future research and demonstration projects. These are summarized below:

INDEPENDENT LIVING

1. Research on the appropriate outcome measures of independent living rehabilitation.
2. Data and analysis of the costs of providing independent living services.

3. More investigation as to the organization structures most effective and efficient in the provision of independent living services, through an expanded program of experiments and demonstration projects.

4. Identification of the services, especially new services, required for independent living.

5. Examination of the role of VR agencies in independent living services.

SHELTERED INDUSTRIAL EMPLOYMENT

Programs to demonstrate the feasibility of:

6. Enclaves – groups of disabled people working under special supervision in otherwise ordinary working environments; both factory and open-air enclaves need to be tried;

7. The Swedish archivist program – in which disabled people with high level skills, particularly clerical, administrative, and technical, are employed in public institutions such as museums, government offices, schools and universities, hospitals, libraries, and laboratories;

8. Cooperatives – businesses owned and operated for profit by disabled workers using the cooperative form of organization; and

9. Chain operation – in view of evidence that size influences efficiency of workshops, chain operation needs to be tried.

10. Projects such as the California Department of Rehabilitation policy under which the Department provides whatever equipment and services are needed for severely disabled employees to perform their job functions should be cost-analyzed and – given a positive result – should be extended to other areas and levels of civil service.

OUTCOME MEASUREMENT

11. Given the current emphasis on the severely disabled and on total rehabilitation, nonvocational factors need to be added into the outcome measurement system, ideally in the context of a weighted closure approach. How can this best be done?

12. Methods for measuring long-term outcomes of the rehabilitation process need to be developed.

13. Outcome measurement needs to be related more closely to the influences of both the rehabilitation system itself and the community environment in which a rehabilitation agency exists.

14. There is a need to devise ways of bringing client input into the process of setting and taking outcome measures.

15. The economics of outcome measurement (both in terms of time and financial considerations) needs to be studied more carefully to aid in the search for approaches that are both effective and *efficient*.

AUDIO CASSETTES

The reports were issued in both printed and audio cassette forms. The availability of the cassettes was announced in the *Journal of Visual Impairment and Blindness* of the American Foundation for the Blind, and *Braille Book Review* and *Talking Book Topics* of the Division for the Blind and Physically Handicapped of the Library of Congress.

THE MARKETING BROCHURE

The marketing brochure consisted of a five-panel foldout. (See Appendix C for a sample.) On one side of the foldout, a brief abstract of each report appeared, with the last panel, designed to be detachable, an order form. The other side of the foldout included the return address for the order form, a description of the series, and brief biographies of each author.

The marketing brochure provided sufficient information on each report to allow the potential user to determine if any of the reports would be of interest to him or her. The descriptions of each report not only included the scope of the treatment of the subject, but also what the intended audience will find useful in the report.

In addition to being informative, the brochure has to be attractively formated to be effective. Notice should be paid to postal regulations to allow convenient mailing of the order form.

THE EVALUATION FORM

A single sheet evaluation form was enclosed with each order filled. The form was designed to take no more than five minutes to respond to. The form included

five questions. The first question established the functional responsibility of the respondent (*e.g.*, research, service provision, administration, etc.). The second question listed the titles of each report and asked for the reactions of the reader both in check-off form as well as free text comments.

The third question attempted to determine how the respondent found out about the reports (*e.g.*, brochure, a friend, news release, etc.). The fourth and fifth questions provided opportunities for the reader to suggest future topics. A list of candidate topics was provided against which the reader can indicate high, medium, or low interest. Additionally, the reader was given the opportunity to add topics not listed that he or she may be interested in.

A sample of the reader evaluation form appears as Appendix D.

ANALYSIS OF THE DEMAND

Before proceeding into the analysis of the demand for the reports produced by this project, it should be pointed out that as of the writing of this final report, the supply of copies of 2,000 each is exhausted. Of the 8,000 copies, 84% were distributed through orders received as a result of the brochure or announcements in journals and newsletters. Only 16% were distributed automatically, mostly to State agencies, libraries, retrieval systems, etc.

RESPONSE TO THE BROCHURE

Table 3 presents a breakdown of the percentage of requests made by various user types. It is clear from this breakdown that State agency personnel accounted for the majority of the readership (35.9%). In terms of their functional responsibility, the majority of the readership are supervisors and administrators (34%).

Table 4 compares the demand for each title by the type of user. The data clearly indicate that there is little difference in demand among the titles.

ANALYSIS OF EVALUATION DATA

The cutoff date for inclusion of evaluation data for analysis was May 1, 1978. The number of reader evaluation forms received to that date was 299.

TABLE 3

ANALYSIS OF DEMAND BY TYPE OF READER*

	%	%
State Agency Personnel		*35.9%*
Service Providers	20.3%	
Supervisors and Administrators	15.6%	
Facility Personnel		*27.6%*
Service Providers	9.2%	
Supervisors and Administrators	18.4%	
Counselor Programs		*10.2%*
Educators	7.1%	
Students	3.1%	
Others		*26.5%*
Researchers/Consultants	7.1%	
Medical Personnel	6.2%	
Professional Associations	5.3%	
Librarians	3.1%	
Government Personnel	1.9%	
Insurance Personnel	1.2%	
Clients/Concerned Public	0.8%	
Unspecified	0.7%	
TOTAL	*100.0%*	*100.0%*

* Excludes reports automatically distributed to libraries, State agencies, etc.

TABLE 4

ANALYSIS OF DEMAND BY TITLE AND TYPE OF READER*

	1**	2**	3**	4**
State Agency Personnel				
Service Providers	25.6%	26.6%	21.9%	25.9%
Supervisors and Administrators	25.7%	26.7%	23.5%	24.0%
Facility Personnel				
Service Providers	26.6%	25.6%	21.2%	26.6%
Supervisors and Administrators	25.4%	25.6%	20.7%	28.2%
Counselor Programs				
Educators	26.5%	25.3%	24.1%	24.1%
Students	28.8%	25.0%	22.5%	23.7%
Others				
Researchers/Consultants	26.8%	25.1%	23.2%	24.9%
Medical Personnel	26.3%	26.9%	23.7%	23.1%
Professional Associations	26.5%	24.7%	20.9%	27.9%
Librarians	26.1%	24.4%	26.1%	23.3%
Government Personnel	25.3%	24.2%	25.2%	25.3%
Insurance Personnel	23.7%	23.7%	27.1%	25.4%
Clients/Concerned Public	27.5%	20.0%	25.0%	27.5%
Unspecified	27.0%	24.3%	18.9%	29.7%

* Excludes reports automatically distributed to State agencies, libraries, etc.

** 1 = Independent Living

2 = New Directions in Rehabilitation Outcome Measurement

3 = Perspectives on National Health Insurance and Rehabilitation

4 = Sheltered Industrial Employment

1. How do you spend the majority of your professional time?

Administration and Supervision ------	117	39%
Direct Service Provision ----------	81	27%
Research and Evaluation ----------	22	7%
Other ----------	47	16%
Education and Training ----- 21		
Consulting ---------- 4		
Librarians ---------- 4		
Miscellaneous, such as Insurance, PR, Retired VR practitioner, etc. ---- 18		
Combined Duties* ----------	32	11%
Service Provision/Admin. --- 19		
Research/Admin. ---------- 4		
Research/Service Provision - 3		
Other Combinations --------- 6		
	299	*100%*

* Those people whose professional time included percentages of two or three of the four categories.

2. What is your overall reaction to these documents in the Series which you received?

	POSITIVE	*NEUTRAL*	*NEGATIVE*
Independent Living	232	16	2
Sheltered Industrial Employment	217	28	2
New Directions in Rehabilitation Outcome Measurement	207	38	3
Perspectives on National Health Insurance and Rehabilitiation	149	56	3
TOTAL	*805*	*138*	*10*
% of TOTAL REACTIONS	*84%*	*14%*	*1%*

The preference pattern is consistent for administrators and supervisors, and for service providers.

The research and/or evaluation group also reacted most positively to *Independent Living*, but then rated *New Directions in Rehabilitation Outcome Measurement* over *Sheltered Industrial Employment*. The two remaining groups – "other" and "combined duties" – rated *Sheltered Industrial Employment* first, *Independent Living* second, *New Directions in Rehabilitiation Outcome Measurement* third, and *Perspectives on National Health Insurance and Rehabilitation* fourth.

Perspectives on National Health Insurance and Rehabilitation consistently received the least positive ratings from all the professional groups. It received no more negative ratings than the other reports, but substantially more neutral. The one comment directly addressing this said: "A really good job on all topics, good authors, and readable. Very useful, keep up the good work. My partial neutrality on the National Health issue is a result of my own disinterest and ignorance – not the treatment."

3. How did you find out about the *Emerging Issues* Series?

Brochure	98
Automatic distribution	84
News release	56
Don't know	41
Friend	11
Other/unspecified	9
Total	*299*

Many of the respondents to the questionnaire checked off the "automatic distribution" and "don't know" categories even though they actually ordered the reports through the brochure and forgot that they did so. (We spot-checked some of these answers and found the order that was placed earlier.)

In spite of this, the majority of the response (51%) can be traced to the brochure or press release.

4. Please indicate the level of your interest in the following topics:

	HIGH	MEDIUM	LOW
Program disincentives	183	90	15
Development of professional standards	177	83	26
Consumer participation	147	116	22
The counselor as community coordinator	139	105	39
VR-sponsored small business	129	105	54
Delivery of VR services	128	98	61
Legal liability of practitioners	124	105	54

The largest group returning evaluation forms, administrators and supervisors, expressed chief interest in the first three as rated above by the majority of evaluators.

Service providers/researchers and others all expressed the following priority:

- Development of professional standards
- Program disincentives
- Consumer participation
- The counselor as a community coordinator

5. We would appreciate any suggestions that you might have on format and topics for future issues.

Of the 130 responses to this question, 95 suggested topics of interest. In total, 184 were suggested. The most often repeated topics fell into the following categories:

- Vocational rehabilitation services
- Total rehabilitation
- Service development
- Disability groups
- Settings

The category *vocational rehabilitation services* includes: case management, counseling, work preparation, placement, restorative services, rehabilitation engineering, and client evaluation. *Total rehabilitation* includes deinstitutionalization, independent living, family, sex, psychosocial and emotional rehabilitation, consumer

advocacy, barriers, recreation, legislation, and attitudes. *Service development* includes research, evaluation, knowledge transfer, and organizational change. *Disability groups* includes such disabilities as cardiovascular, necro, neuromuscular, pulmonary, sensory, end stage renal, head trauma, and severe burn; and mental illness and mental retardation. *Settings* includes State VR agencies, facilities, international and industry.

Since there were relatively few suggestions on format, they are all repeated here:

"I like the present format, size, type of print and organization."

"Would have preferred square back binding and smaller size, like a paperback book."

"Possibly more illustrations of projects, pictures, reports (first hand) from consumers (the handicapped) and line counselors."

"Cook book summaries as a removable page, without impairing journal or book, for filing, would generate a useful quick reference file and be an adjunct to inservice training usage."

SOME OVERALL COMMENTS

More than one-third of the readers returning evaluations offered comments on the reports. Except for one, these comments were overwhelmingly positive. The comments repeated here were selected to show the range of responses received.

REACTIONS TO THE SERIES

"These are the finest publications to come across my desk in a long time."

"The series is super — let it continue."

"At least you could be practical."

"Well written, researched, and presented. Superior to most R & T Center publications. Topics are current and relevant."

"Brief, to the point. Excellent bibliographies."

"Fantastic in terms of raising one's level of consciousness as they pertain to our programs."

"I found each of the documents pertinent, concise, accurate and action-provoking."

SUGGESTIONS (SEE ALSO SUGGESTIONS ON FORMAT)

"Keep them as brief as possible and yet meaningful."

"More specificity in program structure and operation would be helpful in successful application."

"I would like to see more operational descriptions especially concerning state agency structure for management change."

"Wider distribution to Agency directors, in a way to involve them, might expand needed and desirable changes on their parts, to facilitate and liberalize much needed administrative policy changes."

"Recommend wide distribution to policy making staff, federal, state and private. Also those national legislators responsible for effecting legislative change."

HOW THE REPORTS ARE BEING USED

"Especially useful to a proposal in the works."

"Annotated bibliographies useful in adding to subject collections."

"Really interesting and necessary in my job."

"Opened up new avenues of thought and action."

"Comprehensive, excellent overall perspective, timely, provides good background material for variety of agency discussions."

"You have sent some very valuable reports to a library which supports several programs in rehabilitation and in which interest and support is high. I have sent some advertisements out to faculty to let them know this material has come when they have a chance to come and view it."

The Foreword of this report includes comments by type of reader.

Appendix E includes some sample letters which contain substantive comments on the reviews and how they have been used.

CONCLUSIONS AND RECOMMENDATIONS

WHAT HAVE WE LEARNED ABOUT:

Most of what we learned from this project confirms findings from other studies:

DEVELOPING INFORMATION PRODUCTS?

- The use of a Consumer Panel to identify and prioritize topics improved the relevancy and timeliness of the topics selected.
- Targeting each topic to a specific user group required the author to meet a set of predefined "user specifications" in terms of point of view, language, format, length, organization, etc.
- Subject experts are useful not only for updating and filling gaps in the published literature, but also for providing a balancing point of view. The contribution of expert reviewers improved both the quality and credibility of the reports.
- Criticisms and suggestions made by fellow authors are more likely to be accepted and adopted.
- Issuing the report in nonprint form provided access to those users who are handicapped in their use of printed products.

MARKETING INFORMATION PRODUCTS?

Typically, the products of research projects in rehabilitation are distributed through mailing lists compiled for purposes other than the distribution of a specific report. There are two disadvantages with this approach: A generalized mailing list contains names of people who would not find a specific report to be of interest, resulting in waste; and conversely, no mailing list, no matter how comprehensive, can include all the potential users of a report.

SELECTIVE DISSEMINATION?

For every report or information product there is a unique set of users. Unfortunately, such a list cannot be compiled easily. The approach we used of widely announcing the reports' availability and letting users order those reports they are interested in avoids the deficiencies in using generalized mailing lists as described earlier.

REDUNDANCY OF MESSAGES?

The use of multiple channels (press releases, reviews, brochures, etc.) for announcing the availability of the reports is important for reaching the widest

possible audience. A certain amount of redundancy is required to get any message through to a large group of dispersed potential users.

PLANNING INFORMATION?

The marketing brochure, as well as the evaluation form, provided information on the type of user for each report. This information is useful for developing and targeting future products.

LONG-TERM ACCESS?

It is also important to deposit copies of reports in permanent collections in libraries as well as such systems as ERIC and NTIS. This allows access to the reports after initial supplies are exhausted. More importantly, it allows users other than those in the primary user group to find out about the reports and obtain copies.

WHAT CAN WE LEARN FROM FUTURE PROJECTS?

Future projects should concentrate on repackaging in media other than print and repackaging for other user groups, particularly the handicapped consumer. For example, a 15-page illustrated pamphlet for handicapped consumers can be extracted from the *Independent Living* report for distribution through State agencies.

Another area of useful future effort is the application of other more sophisticated marketing techniques for *forecasting* and *creating* demand for information products.

RECOMMENDATIONS:

- TO THOSE ENGAGED IN RESEARCH

1. Identify and involve the intended user of your research efforts.
2. Package your research results to meet user requirements.

- TO THOSE ENGAGED IN THE DISSEMINATION OF INFORMATION PRODUCTS

3. There is a unique user group for each product. Distribute your product only to those who are likely to find it useful.
4. Build in redundancy in announcing the availability of your products.
5. Provide for long-term access to your products.

- TO RSA

6. Provide guidelines to grantees for allocating sufficient resources to achieve effective dissemination of research products. Many of the findings from this project can serve as the basis for these guidelines.

7. Provide clear incentives for grantees to follow these guidelines both in the pre- and post-award evaluation stages.

8. Provide for a mechanism by which knowledge gaps which are often byproducts of research efforts will be systematically fed into the R&D planning process.

9. Fund future projects to repackage research findings using audiovisual media when appropriate; for developing products designed for the handicapped consumer; for testing marketing techniques for forecasting and creating demand for information products.

UTILIZATION PLAN

- FOR THE REPORTS

There are plans to incorporate the first four reports generated in this series as chapters in an *Annual Review of Rehabilitation*.

The *Annual Review* is conceived as a publication which would summarize the cumulated knowledge of the field on a regular basis. Unlike reports which are difficult to locate when the initial supply is exhausted, the *Annual Review* will serve as a permanent and accessible record of the available knowledge in rehabilitation.

- FOR THE FINDINGS

The findings of this study have been disseminated through a press release to selected journals and newsletters. Additionally, an executive summary will be disseminated separately.

APPENDIX A

ATTENDEES OF THE CONSUMER PANEL MEETING

Mr. John Hawse, Senior Counselor
Department of Vocational Rehabilitation
9 South Braddock Street
Winchester, Virginia 22601

Mr. Ron Loftin, Specialist
Rehabilitation Casework Services
Division of Vocational Rehabilitation
P. O. Box 26053
Raleigh, North Carolina 27611

Mr. Eric Lucero, Rehabilitation Counselor
Division of Vocational Rehabilitation
423 Colorado Building
Pueblo, Colorado 81003

Edward J. Pfeifer, Ph.D.
202 Virginia Terrace
Madison, Wisconsin 53705
(retired Director, Wisconsin State Vocational Rehabilitation Agency)

Mr. Fletcher R. Hall, Executive Director
Campfire Girls Council of the Chesapeake
24 West Franklin Street
Baltimore, Maryland 21201
(at that time Executive Director of the National Rehabilitation Counseling Association)

Dr. Don Thurman, Asst. Commissioner for Staff Services
Rehabilitation Services Division
Department of Social & Rehabilitative Services
P. O. Box 3781
Little Rock, Arkansas 72203

Mr. Leslie B. Cole, Coordinator of Development Programs
Office of Program Development
Rehabilitation Services Administration, DHEW
330 C Street, S. W.
Washington, D. C. 20201

Mr. Bert Griffis, Assistant Chief
Division of Programs Support, Office of Research & Development
Rehabilitation Services Administration, DHEW
330 C Street, S. W.
Washington, D. C. 20201

APPENDIX B

WHERE AND HOW TO OBTAIN COPIES OF THE REPORTS

In addition to borrowing from State libraries, readers can purchase copies from:

1. The Educational Resources Information Center (ERIC):

   The documents will appear in ERIC's journal, *Research in Education (RIE)*, as follows:

   Independent Living (CE 014797) ---------- July 1978
   Sheltered Industrial Employment (CE 014796) --------- July 1978
   New Directions in Rehabilitation Outcome
   Measurement (CE 014798) ---------- July 1978
   Perspectives on National Health Insurance
   and Rehabilitation (CE 014795) ---------- August 1978

   Requests for these documents should *not* be made until they have appeared in these *RIE* issues.

   At that time, to order the reports, request from:

   ERIC Document Reproduction Service
   P. O. Box 190
   Arlington, Virginia 22210 (703) 841-1212

   The cost of the reports will be:
   Microfiche, 83¢ each; hard copy, $4.60 each.

2. The National Technical Information System (NTIS):

   The reports are scheduled to be included in the NTIS system, and should be available for purchase in July 1978. Please obtain document number and price before ordering from:

   U. S. Department of Commerce
   National Technical Information Service
   5285 Port Royal Road
   Springfield, Virginia 22161 (703) 557-4650

3. The National Rehabilitation Information Center (NARIC):

   Copies of the reports are available at the following costs:

Independent Living	$8.70
Sheltered Industrial Employment	8.60
New Directions in Rehabilitation Outcome Measurement	7.60
Perspectives on National Health Insurance and Rehabilitation	9.00

   Requests should be made to:

   National Rehabilitation Information Center
   308 Mullin Library
   The Catholic University of America
   Washington, D. C. 20064 (202) 635-5826

4. For blind and physically handicapped practitioners, copies of the reports in audio tape cassette format compatible with equipment provided to eligible users by the Library of Congress, Division for the Blind and Physically Handicapped, will be available from:

   National Rehabilitation Information Center
   308 Mullin Library
   The Catholic University of America
   Washington, D. C. 20064 (202) 635-5826

   The cost of the reports will be:

Independent Living (2 cassettes)	$4.50
Sheltered Industrial Employment (2 cassettes)	4.50
New Directions in Rehabilitation Outcome Measurement (1 cassette)	2.25
Perspectives on National Health Insurance and Rehabilitation (2 cassettes)	4.50

APPENDIX C

READER EVALUATION FORM
for
Emerging Issues in Rehabilitation

February 1978

Dear Reader:

WOULD YOU LIKE TO SEE MORE PUBLICATIONS LIKE THESE? If these have been relevant and useful to you, we'd appreciate your letting us know by taking the time to answer a few questions. We'd also like to hear from you if you have suggestions for improving future products.

This form has been designed to take no more than **5 minutes** of your time to complete. The improvements we can make will benefit you directly, as well as others in the field.

To return this form to the Institute, simply fold on the dotted lines, staple or tape closed, and mail.

1. How do you spend the majority of your professional time?

   ☐ Research and/or Evaluation
   ☐ Administration and Supervision
   ☐ Direct Service Provision
   ☐ Other (Please specify) _____

2. What is your overall reaction to these documents in the Series which you received?

	Positive	Neutral	Negative
Independent Living	☐	☐	☐
New Directions in Rehabilitation Outcome Measurement	☐	☐	☐
Perspectives on National Health Insurance and Rehabilitation	☐	☐	☐
Sheltered Industrial Employment	☐	☐	☐

   Comments _____

3. How did you find out about the *Emerging Issues* Series?

   ☐ I received the reports through **automatic distribution.**
   ☐ I saw the **brochure** describing the series.
   ☐ Through a friend.
   ☐ From a **news release** in a journal or newsletter.
   ☐ Don't Know
   ☐ Other (Please Specify) _____

4. Please indicate the level of your interest in the following topics.

	High Interest	Medium Interest	Low Interest
a. Delivery of VR services to rural populations.	☐	☐	☐
b. Legal liability of VR practitioners.	☐	☐	☐
c. Development of professional standards for rehabilitation counseling personnel.	☐	☐	☐
d. Consumer participation in planning for VR services.	☐	☐	☐
e. Program disincentives affecting rehabilitation outcome.	☐	☐	☐
f. VR-sponsored small business enterprises for the handicapped.	☐	☐	☐
g. The rehabilitation counselor as community services coordinator.	☐	☐	☐

5. We would appreciate any suggestions that you might have on format and topics for future issues.

_____

_____

_____

_____

Fold on dotted lines and tape or staple closed

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Emerging Issues in Rehabilitation

An Introduction to the Series

The four comprehensive papers in the ***Emerging Issues in Rehabilitation*** series synthesize major research findings and report on innovations of current concern to vocational rehabilitation professionals.

The Rehabilitation Services Administration Research and Evaluation program (DHEW) has long sought to promote the utilization of research results in order to improve the efficiency and effectiveness of vocational rehabilitation programs. In keeping with that effort, RSA made a grant to the Institute for Research Utilization to identify, select, and summarize the literature in selected areas of urgent concern to the vocational rehabilitation (VR) community.

To help ensure the selection of topics relevant to the VR field, the project staff convened a Consumer Panel of representatives of potential user groups: counselors, supervisors, state VR administrators, and planners and policymakers. The panel members nominated, discussed, then ranked in order of urgency, topics which they felt would be desirable for the literature reviews. They also recommended potential subject experts for each topic.

Many rehabilitation practitioners and administrators lack the time to keep up with research developments. They want to know *what* works in a given situation, and *how* to make it work. To facilitate this, each paper was prepared for a specific audience, and written in a clear, readable style. Annotated bibliographies accompany each report.

The topics in this series include sheltered workshops, independent living, outcome measurement, and national health insurance. Each paper is described in detail in this brochure to allow you to select the one which most meets your needs.

Elizabeth L. Pan, Ph.D.
Principal Investigator

Judith J. Senkevitch
Project Manager

October 1977

About the Authors

THOMAS E. BACKER is Senior Staff Associate, the Human Interaction Research Institute, Los Angeles, and Consulting Psychologist, Edward Glaser & Associates, Los Angeles. He received the Ph.D. in Psychology from the University of California, Los Angeles. Major professional interests are in industrial and organizational psychology, knowledge utilization, program evaluation and psychometrics. He has conducted applied research projects for the Rehabilitation Services Administration, National Institute of Mental Health, National Institute of Education, and U.S. Department of Labor; he was a member of the 1973 Department of Labor Task Group of Assessment Techniques for the Disadvantaged.

HERBERT DORKEN, Ph.D., is Adjunct Professor and Research Psychologist, Langley Porter Institute, and member of the graduate group in Health Psychology, University of California, San Francisco. He is also Health Services Consultant to the California State Psychological Association. A graduate of McGill University (M.Sc. '47) and the University of Montreal (Ph.D. '51), he was from 1970-75, on the American Psychological Association's Committee on Health Insurance (Chair '74 & '75) and editor-author of *The Professional Psychologist Today: New Developments in Law, Health Insurance and Health Practice* (Jossey Bass, 1976).

SUSAN STODDARD PFLUEGER, Senior Analyst with Berkeley Planning Associates, is a candidate for the Ph.D. in Planning from the University of California, Berkeley. She served as consultant and research evaluator for the Center for Independent Living (CIL) in Berkeley, California, and has authored publications on independent living and planning. Ms. Pflueger serves on the faculties of the University of California Extension at Berkeley and Antioch College-West.

EDWARD V. ROBERTS is Director of the California Department of Rehabilitation, and former Executive Director of CIL in Berkeley.

CAROLYN L. VASH received the Ph.D. in Psychology from the University of California, Los Angeles, in 1964. Dr. Vash has extensive experience as a clinical psychologist, administrator, and educator, and is former Chief Deputy Director of the California State Department of Rehabilitation. She previously developed a comprehensive vocational rehabilitation program which included a sheltered workshop program at Rancho Los Amigos Hospital in Downey, California. The author of many papers and articles, she also serves on the advisory boards of several rehabilitation projects and commissions.

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EMERGING ISSUES IN REHABILITATION

Independent Living

New Directions in Outcome Measurement

Perspectives on National Health Insurance and Rehabilitation

Sheltered Industrial Employment

Independent Living

by

Susan S. Pfleger

With a Foreword by **Edward V. Roberts**

Traditionally the term *independent living* has been used to refer to the aids to daily living: the wheelchairs, arm braces, specially designed housing, etc., that allowed the severely disabled person to care somewhat for his own survival needs.

When those active in the disabled movement today use the term, they are referring to the ability of the severely disabled person to actively and generally share in the joys and responsibilities of community life. They are referring to the social services that we all take for granted but that may be denied the disabled person because of architectural and or attitudinal barriers. Independent living services are an important part of comprehensive rehabilitation for the severely disabled.

Independent Living explains the concepts as developed in the consumer movement, and provides an up-to-date report of the major developments in independent living service delivery models. It is intended to inform vocational rehabilitation administrators, counselors, and planning personnel about the major issues in independent living, and the importance of this opportunity for consumers.

The report reviews pertinent legislative history and current issues and discusses estimates of the target population. Major models of independent living services in the United States are also presented. Because expansion of these services to all physically disabled individuals will require a substantial commitment of government resources, economic benefits of independent living are presented in a discussion of its costs and benefits. Special features of the paper are a foreword by Edward Roberts, Director of the California Department of Rehabilitation, and a section of comments on regional activities by nationally recognized leaders in the independent living movement--Fred Fay, Lex Frieden, Don Galloway, and Judy Heumann.

New Directions in Rehabilitation Outcome Measurement

by

Thomas E. Backer, Ph.D.

This report is about measuring what happens to an individual who receives vocational rehabilitation services. It describes the main outcome measurement systems now used in the state-federal rehabilitation system and in private facilities, research and development regarding improved methods of outcome measurement, the problems associated with getting these new methods installed in rehabilitation service delivery organizations, and ways to overcome some of these difficulties.

New Directions in Rehabilitation Outcome Measurement is not a literature review in the usual sense, although there are a number of references to published books, monographs and journals, as well as a selected annotated bibliography. What has been attempted here is an analytic survey of new directions in outcome measurement, coupled with some prescriptions for how these innovative procedures might be used, and what barriers stand in the way of their effective utilization.

The paper is aimed at rehabilitation counselors, administrators in vocational rehabilitation agencies and decision-makers in policy organizations. The impact outcome measurement approaches have on counselors' daily working lives and job satisfaction, as well as recommendations about what individual counselors can do themselves to promote improvement in the existing outcome measurement system are covered.

Administrators in VR agencies will find chapters detailing new outcome measures currently available or being developed, describing how outcome measurement practices may influence the administrative operation of a VR agency, and suggesting steps administrators can take to make use of available new knowledge about outcome measurement.

The treatment of underlying problems and resistance to change in outcome measurement would be of interest to *decision-makers in policy organizations*. The section dealing with current research and knowledge gaps should be useful in setting priorities for future research; as should the recommendations made regarding national-level efforts in outcome measurement.

Comments throughout by Mr. Eric Lucero, a rehabilitation counselor with the Colorado Division of Rehabilitation, and Dr. Carolyn Vash, former Chief Deputy Director of the California Department of Rehabilitation, highlight the relevance of material to the audience which each represents.

Perspectives on National Health Insurance and Rehabilitation

by

Herbert Dorken, Ph.D.

With a Commentary by **Joseph La Rocca**

From 1969, a succession of bills on national health insurance programs has been introduced before Congress. The United States is now the only industrialized nation in the western world which does not have a comprehensive national health service or insurance plan. If national health insurance (NHI) is enacted, what effect will it have on related programs such as vocational rehabilitation?

Perspectives on National Health Insurance and Rehabilitation considers this question and others of importance to vocational rehabilitation administrators and planners in the public and private sectors as they engage in future program planning and speculate about their own professional futures.

This report describes the concepts and forms of health insurance, reviews pending legislation and existing programs, and discusses the major issues and implications of a nationally legislated program. Current experience with comprehensive health care programs in Connecticut, Canada, and the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) are examined, and the implications of this experience for U.S. vocational rehabilitation programs discussed.

In its annotated bibliography, over eighty selected references are summarized, adding perspective to the social economic, and health care principles involved, together with data on the utilization of health services. A commentary by Joseph La Rocca, rehabilitation consultant, provides special insight into the concerns of vocational rehabilitation professionals about the issues surrounding national health insurance legislation and vocational rehabilitation.

Sheltered Industrial Employment

by

Carolyn L. Vash, Ph.D.

The U.S. citizen with a disability is enjoying a new-found status of being legally protected from discrimination in employment. This is a dramatic change from centuries ago when the *cripple* was an openly castigated social pariah, or only a decade or so ago when the *invalid* was an object of pity and protection. The Rehabilitation Act of 1973 offers legal protection to disabled persons with respect to employment under federal contracts and program participation under federal grants. The act ushered in a new era of mainstream employment for workers with disabilities: the emphasis changed from *whether* to *how* and *when*.

These developments are traced in ***Sheltered Industrial Employment***, a state-of-the-art review of world-wide experience and conceptualizations regarding accommodated or sheltered employment in both the segregated and mainstream worlds of work for workers with disabilities which constitute vocational handicaps. The review also provides information for vocational rehabilitation administrators and planners to use in future planning of implementation strategies for sheltered employment projects in the public and private sectors in the United States.

This report describes work opportunities for people with such severe disabilities and vocational handicaps that they cannot fit into a vacant position as easily as the average person--some kind of accommodation or shelter is needed. Whatever words we choose, many aspects of jobs are now being modified to meet the needs of workers or potential workers rather than forcing them to make all of the adjustments.

The document is organized into five major sections which include definitions and legal and philosophical issues; information on *sheltered workshops* and mainstream employment; and a description of American industry's experience preparing disabled persons for work in mainstream settings.

The final chapter presents considerations for the future and some ideas, conclusions, and suggestions for how past experience might be used in planning future action. Appended to the paper is an annotated bibliography of relevant selected works.

Dean Phillips, President of Goodwill Industries of America, and Henry Redkey, retired Chief of the Division of Rehabilitation Facilities at the Rehabilitation Services Administration, participated as consulting subject experts in preparing this comprehensive review.

Please check item(s) desired, fill in information requested below, detach card and mail. There is no charge for these documents as long as the initial supply lasts.

☐ Independent Living

☐ New Directions in Outcome Measurement

☐ Perspectives on National Health Insurance and Rehabilitation

☐ Sheltered Industrial Employment

(Type or Print Clearly)

Your Title

Employer

Your Name

Address

APPENDIX E

SAMPLE LETTERS

DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
REGION IV
SUITE 903, 101 MARIETTA TOWER
ATLANTA, GEORGIA 30323

May 8, 1978

OFFICE OF
HUMAN DEVELOPMENT SERVICES

Dr. Elizabeth Pan
Principal Investigator
and
Ms. Judith Senkevitch
Project Coordinator
Washington Transportation Alliance
Institute for Research Utilization
719 Delaware Avenue, S. W.
Washington, D. C. 20024

Dear Dr. Pan and Ms. Senkevitch:

Please accept my congratulations for a most positive response to Emerging Issues in Rehabilitation. The four issues discussed were timely, germane, and extremely well written. Generally, the format was excellent, well organized, and facilitated review and reference.

Attached are three brief narratives developed by members of the Office of Rehabilitation Services' staff in response to these papers. Hopefully, these will be of assistance to you.

You will note that our response to New Directions in Rehabilitation Outcome Measurement was received in a positive way and we certainly agree with the facts as presented and with the conclusions that outcome measurement is essential. However, I think we are in disagreement that a weighted case closure system represents a solution. We see this as future installation of another process system that has all the hazards of existing processing systems and likely would be difficult to administer. We are of the mind that rigid and precise specifications of outcome measures and performance expectations against which professionals are judged offers a more manageable and equally effective system. This region will soon be experimenting with this concept in several experimental districts in the hope that through an extended project we can be successful in developing these specifications.

Again, our thanks for the opportunity of reviewing and including in our library the materials which you sent. Please keep it up.

Sincerely,

Lewis M. Davis
Deputy Director
Office of Rehabilitation Services

I have read the book from the Emerging Issues in Rehabilitation Series entitled Perspectives in National Health Insurance and Rehabilitation. In my opinion, the information presented was comprehensive, timely and extremely thought provoking. The chapter by Joseph La Rocca on the impact of National Health Insurance could have on the Federal/State Vocational Rehabilitation program should be required reading for all State agency directors and planners. If the Corman-Kennedy Health Security Act is passed and assuming no reduction in Federal funding for the Vocational Rehabilitation program, the effects on the mix of clients served ands spent would be considerable. The most profound impact of National Health Insurance would occur in Region IV comprising the States of Alabama, Georgia, Florida, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee.

Of the $100 million plus spent for physical restoration services nationwide in fiscal year 1976, over $43 million was spent in Region IV. Hospital and convalescent care expenditures nationwide was about $42 million in fiscal year 1976 of which $22 million or about 52% was spent in Region IV. Nationwide diagnostic and evaluation and physical restoration services represented 38% of all case service expenditures in fiscal year 1976 while in Region IV these services accounted for over 62% of all funds spent for case services.

From my perspective, it appears that States in Region IV have stressed the importance of ever increasing number of rehabilitations. Many easy closures were obtained from physical restoration cases needing very little service other than surgery, treatment and hospitalization. Often the major criteria for VR accepting a client was that there was no one else to pay the medical bills. With the passage of a National Health Insurance Bill, individuals needing medical care only will not become clients of the VR agencies. Then as Mr. LaRocca points out, additional funds will be available to serve the severely disabled client needing other essential rehabilitation services.

Sincerely,

Michael H. Gold
Financial Management Advisor
Office of Rehabilitation Services

REVIEW OF SHELTERED INDUSTRIAL EMPLOYMENT

Henry C. Warner
Regional Representative

The publication Sheltered Industrial Employment provides a compilation of views and a variety of approaches to sheltered and accommodated employment. International experiences in the development of sheltered employment are presented in a brief concise manner. Though comprehensive in its overview, there is recommendation that further study is needed to understand more fully how sheltered employment programs are supported in various countries. Careful effort is made initially to differentiate between sheltered employment and what is termed accommodated employment. This is an important distinction in reviewing this material as "accommodated" employment is defined as something an employer provides to enable a worker to perform up to standards.

The above definitions become less clear, however, as the discussion turns to "enclave" employment projects within industrial settings.

Philosophical concepts supporting sheltered employment are discussed, i.e., that which is primarily social in interest and that which is from an economic advantage to society. Worker subsidy is also reviewed from the standpoint of wage supplement, tax incentive, etc.

The material provides valuable insight as to the variety of approaches taken by different countries to offer employment opportunities to disabled citizens. A number of these are worth considering on an pilot basis within the United States, such as greater use of tax waivers or incentives for employers to hire and accommodate handicapped workers and enclaves in

industrial plant settings allowing for the disabled worker to make a smooth transition from a protective area at the plant site to full industrial employment.

Two areas of concern not addressed by the study are: 1) Competitive employment opportunities are quite elastic in this country, from locality to nationwide contingent upon the economy and available manpower. In contrast, some countries reviewed have rigid structures which maintain to a high degree employment as a social policy.

Transition from sheltered employment appears to be only discussed in terms of moving handicapped from sheltered settings to competitive industrial employment. In this country where substantial variance in the economy is experienced, the stability for the employment of the handicapped continues to be an important issue. There appeared to be no consideration for those who a marginally competitively employed and unemployed during down turns in our economy. Secondly. the role or lack of role in the past, present and the future for Rehabilitation Services Administration needs to be addressed. Although implications for RSA can be alluded to in the study, the need for RSA to have a more carefully defined strategy and policies in this area of sheltered and accommodated employment is an important issue that requires action.

In summary, the study provides an overview that stimulates ones interest to pursue further approaches to offer improved and expanded opportunities for sheltered and accommodated employment. The writer is to be complimented on providing a well organized overview of sheltered industrial employment.

TO: Lewis Davis

FROM: Margie S. Sloan

RE: Independent Living

This document reports on a number of issues and programs relating to the provision of Independent Living Services. One of the most informative sections discusses the concept of Independent Living. These concepts include: What does it (Independent Living) mean? Whom does it include? What are the integral parts of Independent Living provision? How much will it cost? These and other questions are raised and discussed as far as the state-of-the art of Independent Living provision is concerned.

Since Independent Living is an emerging service, further study is needed with an emphasis on how various geographic regions and provision centers deliver their services. This document draws heavily upon the "California" experience. As a reader, I wanted to see the same amount of exposure given to Houston, Denver, and campus project that California received.

As a federal government employee, I was startled at the omission of input from the private sector. Since there are proprietary health care corporations their input is crucial in developing Independent Living Centers and service provision. In addition, I wanted to know more about Independent Living centers and their impact on the following :

1) Third Party Agreements

2) National Health Insurance

3) Curent RSA Policy

This is an excellent briefing and/or consciousness raising document; not a planning/implementation guide. One of the thrusts of this work is that Independent Living Rehabilitation is a relatively new and evolutionary concept. Model(s) are being developed and options are being explored. There are no hard and fast answers to the following questions: who, what why, when, when, and in whqih form(s).

This report is an excellent campanion volumn to Gini Laurie's Housing and Home Service for the Disabled: Guidelines and Experiences in Independent Living. Digesting these two works would leave the reader with a basic understanding of the Independent Living services and examples of its provision.

William D. Larson
WH-2 Box 2000
Lexington Ky 40511

May 13, 1978

Institute for Research Utilization

Dear Sir or Madam

Please find enclosed the evaluation form that you included with the various materials that you sent me recently. I have carefully listened to all of the cassettes and find the material very interresting, but in most cases I feel that the information is freightening in that the present field of Rehabilitation has not moved forward as far as possible as they should have in the past decade. For example there is a great deal more to determination of rehabilitation success other than merely gainful employment. While I can understand that this is the overal conceptual goal that the Federal Government may have, but there is much more to the rehabilitation of any individual over and aobve the essential employment criteria. Personal emotional and psychological adjustment to the handicap is essential and oftentimes these factors are overlooked in the rehabilitation goals. The scope of delivery as a result of essential delivery systems as a result of need has oftentimes produced a situation that lacks quality. Cases closed is not and should be used as a yardstick for evaluation of any program though this is often done. In other words it is essential that quality of project closing is more essential than mere numbers. How often are failure used to upgrade or to revise the fundamental programs?

I shall use and reuse the cassettes. I should greatly appreciate continueance in receiving these materials and will offer my services in any way that I can. After June 6th my new address is;

William D. Larson
331 Wallace Road
Marietta Georgia 30062.

While the tapes were highly academic I enjoyed them and found in them a challenge which should exist in the professional rehabilitative workers. I sincerely wish that I were in these areas, but unfortunately I am not although I may be in the future.

While I am unsure as to how my name was included on your list I am most thankful to the person who included me as an evaluative indivfi ual, I sincerely hope that my name and my new address is continued in this catigory for I shall consider all mailings as highly important to me personally and most certainly to the field of Rehabilitative guidance. Thanking you so much I remain,

Very sincerely
William D. Larson Ph.D. M.D.

PERSONAL DATA

NAME William D. L rson
ADDRESS (Present) WH-2 Box 2000
Lexington Ky 40511
Address, after June 6th., 1978
331 allace Road,
Marietta Georgia 30062

HANDICAP Blind, having lost my sight over a gradual situation ove the past ten years. Finally re-evaluated my situation and recognized the blindness. Have had no formal rehabilitation to my blindness however. All adjustments are the result of a do-it-yourself situation.

EDUCATION
M.D.
Ph.D.
Bu.D. in Theologigy.

PRESENT EMPLOYMENT Research and Development
Water Purification System

Future Plans
Continuance in school, with ultimate goal of ordaination as a priest in the Roman Catholic Church. Since all my education has been as a result of Catholic Education and was received as a result of being a member of a Religious Order I shall return to this life in about two years.

I shall go to a Guide Dog Center and attain a Guide Dog in July and will do ome lectureing in the future on a part time situation without pay for the benefit of the various Blind and blind orientated orgainzations. I expect to offer my services where ever and whenever desired

Trusting the above will give you some insight into my situation and hopeing that this will assist you I remain

Sincerely

William D. L rson